

CLASSIFICATION: CASE AIDE

Class Code: 1587-14

Date Established: 02-02-79

Occupational Code: 1-2-2

Date of Last Revision: 9-1-15

Exempt Status: Non- Exempt

BASIC PURPOSE: To explain case management procedures concerned with instructing public assistance recipients in the use of preventative health care, and to serve as the agency office Medicaid specialist.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Explains relevant program and service benefits to guide public assistance recipients or guardians in understanding and using available services.
 - Maintains list of community providers and schedules referral services with other programs or agencies.
 - Responds to questions from recipients, providers, and office staff concerning policy and procedures, and questions regarding Medicaid.
 - Explains health insurance provisions and benefits to participants at Foster Parent Training Programs and conducts training pertaining to use of services and access to care.
 - Contacts recipients to arrange scheduling of medical appointments for follow-up diagnosis and treatment plan requirements.
 - Keeps records of appointments and updates case files.
 - Explains optional health insurance programs to clients and enrolls clients in programs if appropriate.
 - Refers possible instance of neglect/abuse to the appropriate agency.
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DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling, and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions in an environment which includes exposure to continuous physical elements or a number of disagreeable working conditions with frequent exposure to minor injuries or health hazards.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Possession of an Associate's degree or completion of two years at a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in the field of social welfare in a position such as child care worker, teacher's aide, therapist assistant in a rehabilitation program, or public health aide in a health agency. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Possession of a valid driver's license and/or have access to transportation for statewide travel.

SPECIAL REQUIREMENTS:

For appointment consideration, Case Aid applicants must successfully participate in a structured interview measuring possession of knowledge, skills, and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

RECOMMENDED WORK TRAITS: Knowledge of the principles and procedures associated with social services such as welfare, mental health, community education and related fields. Ability to develop or assist in the development of professional case information. Ability to utilize supportive services provided by other professionals. Ability to develop technical reports and devise systems to facilitate case references. Ability to exercise judgment in gathering case information and to be discreet in processing confidential case work. Ability to speak and write effectively and to establish and maintain effective working relationships with employees, case claimants, members of welfare and social agencies and the general public. Ability to understand social work terminology and principles and to prepare casework reports as necessary. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.